



Housing & Community Development Commission

Items VI B, C, D • August 9, 2018

Workload Summary 2017-2018

162 Petitions Filed

5,615 Inquiries Addressed

533 Inquiries in other languages than English

18 Public Meetings held on Ordinance changes

30 Community Outreach events

Apartment Rental Housing Stock in San José

Rent Stabilized Apartments

Covered by the Apartment Rent Ordinance, Tenant Protection Ordinance, and Ellis Act Ordinance

39,009

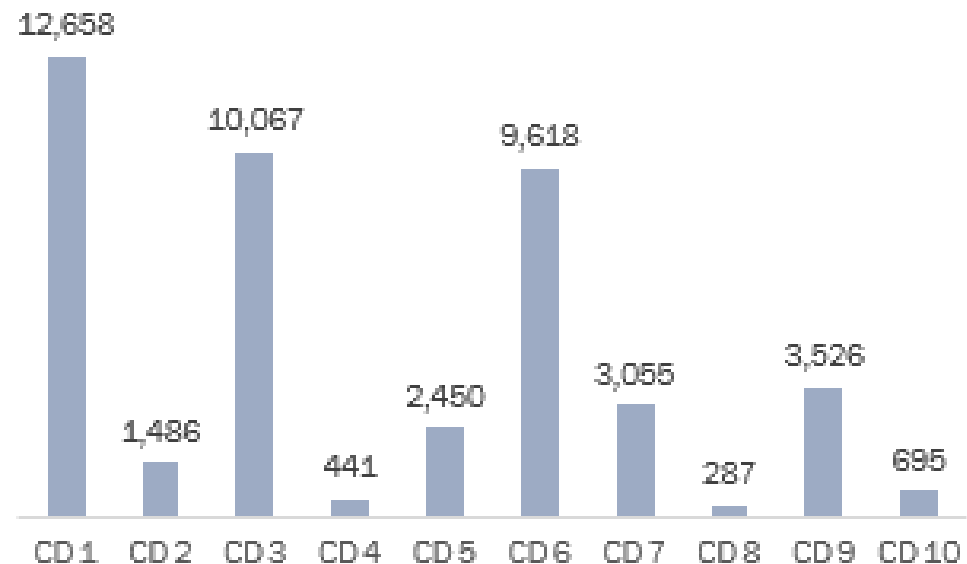
Non-Rent Stabilized Apartments

Covered by the Tenant Protection Ordinance and Ellis Act Ordinance

48,991

SOURCE: City of San José, Housing Department - Multiple Housing Roster 2018

ARO Units by City Council District



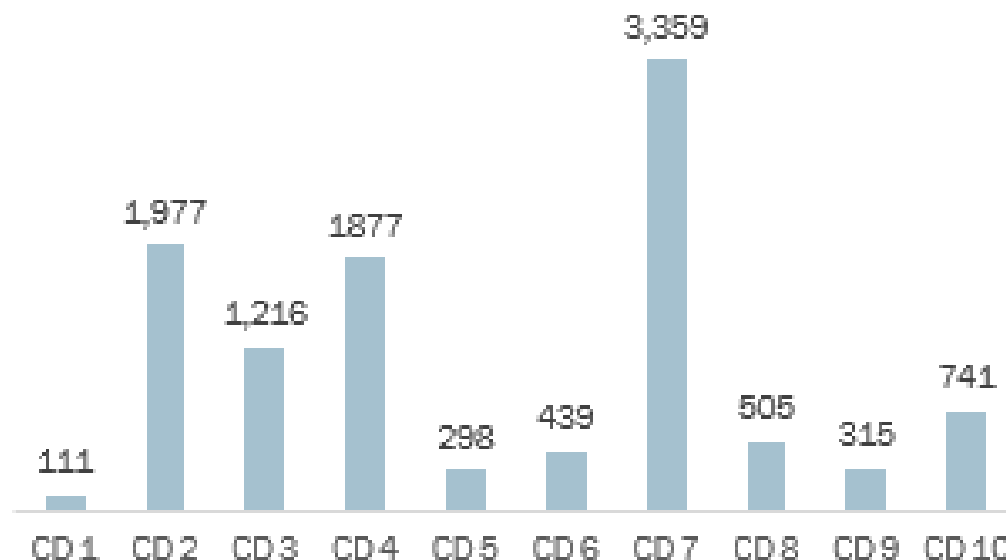
SOURCE: Economic Roundtable Study, "City of San José ARO" - 2016

Mobilehome Housing Stock in San José

Mobilehome Lots 10,840

Mobilehome Parks 59

Covered by the Mobilehome
Rent Ordinance



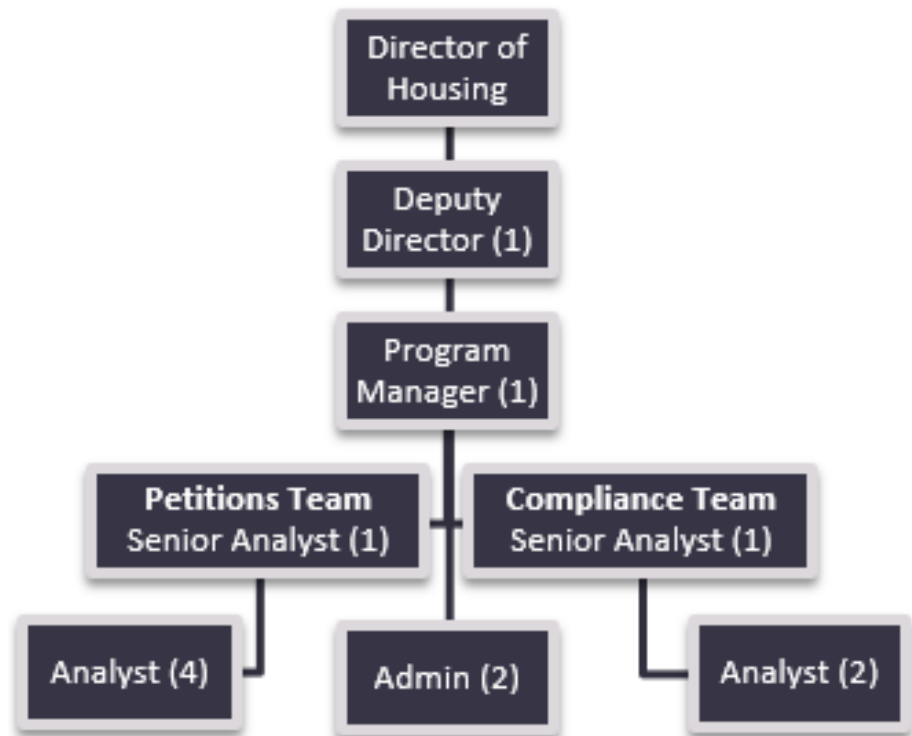
SOURCE: Housing & Community Development and Landlord Self Reporting - 2018

Administration

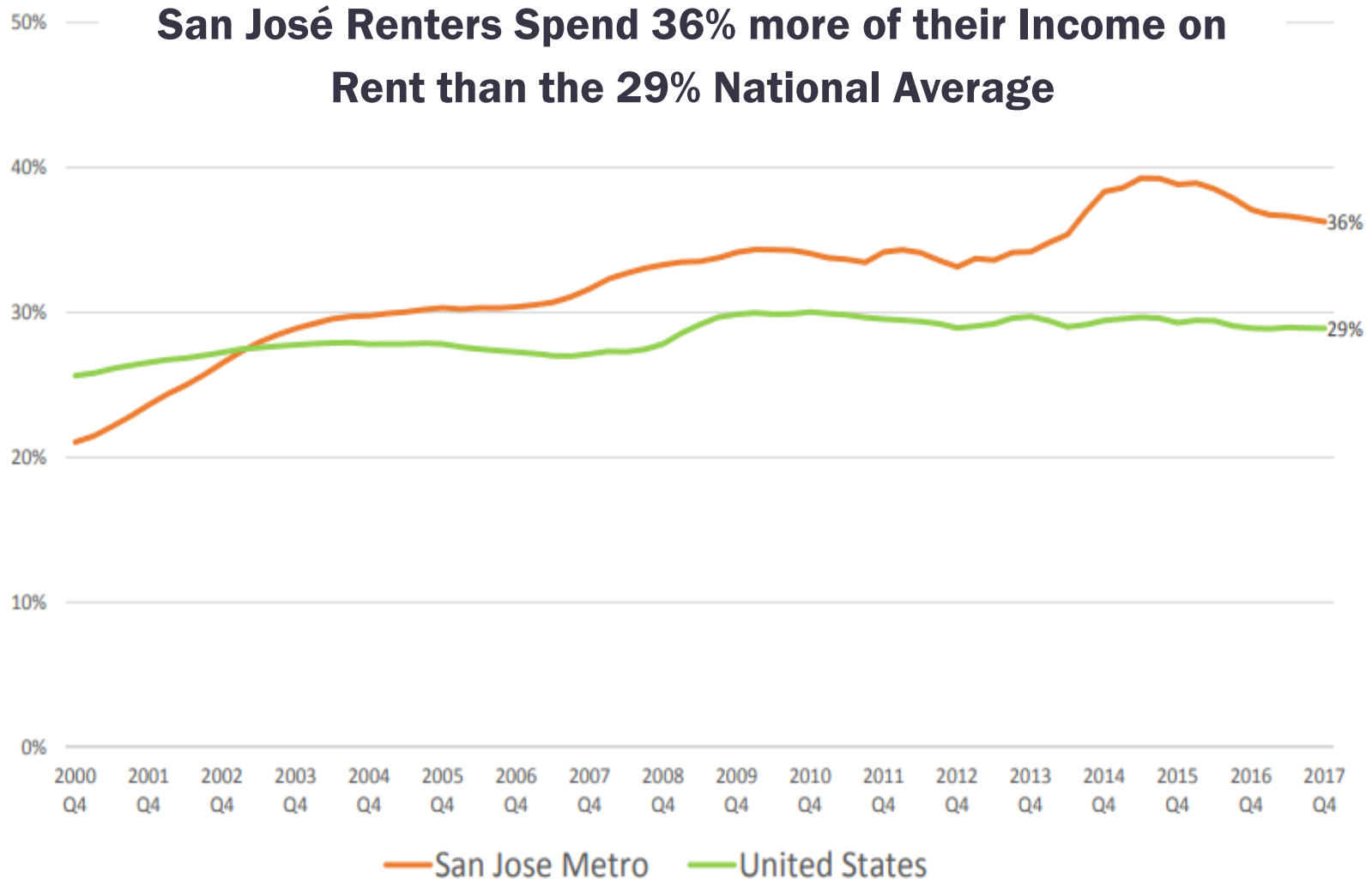
Rent Stabilization Program



Staff Organization



Housing Trends



Mobilehome Summary

FROM 2017-2018

= **188** inquiries

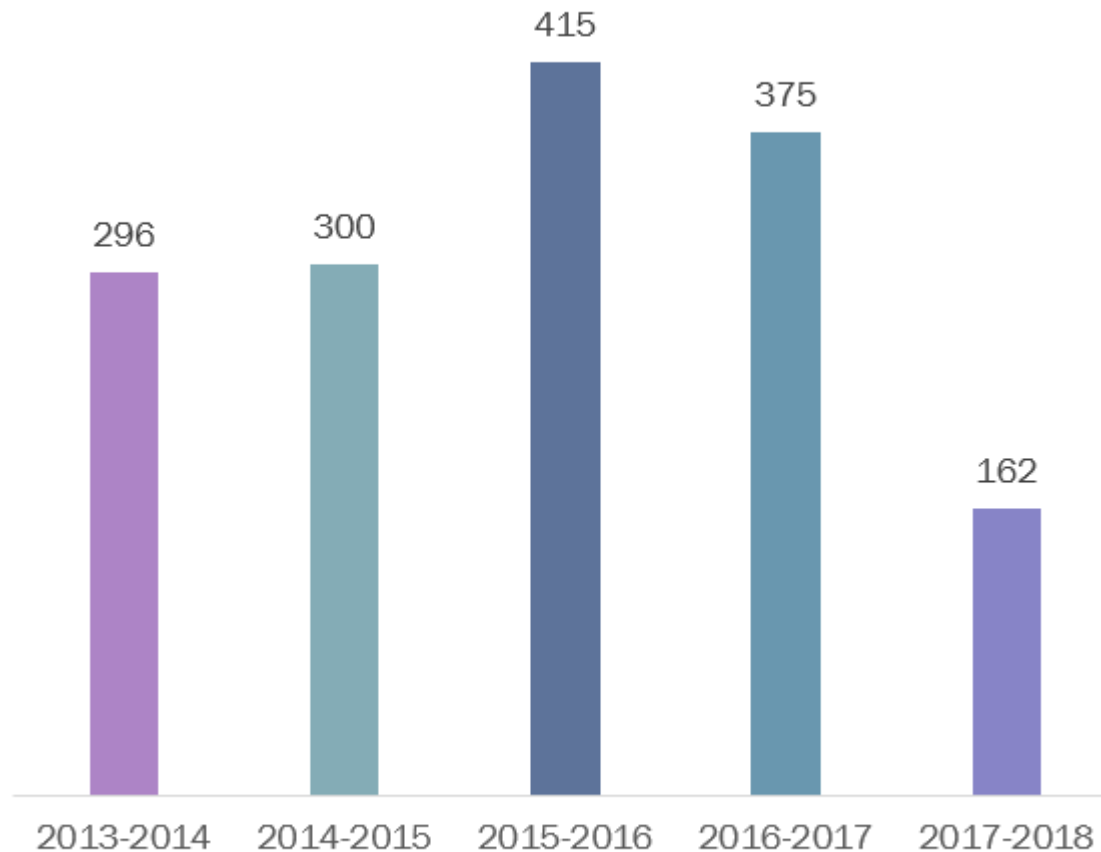
FROM 4th QUARTER - April 1, 2018 to June 30, 2018

= **58** inquiries

- **Inquiries from the parks:**
 - **San Jose Verde:** Illegal utility charges (ongoing investigation)
 - **Ace Trailer Inn:** Harassment claims, HCD Park inspections
 - **Riverbend:** Stolen personal property, park safety
 - **Bella Rosa:** Alleged rent increase of 8%

Number of Petitions Filed

Number of Petitions Filed by Year

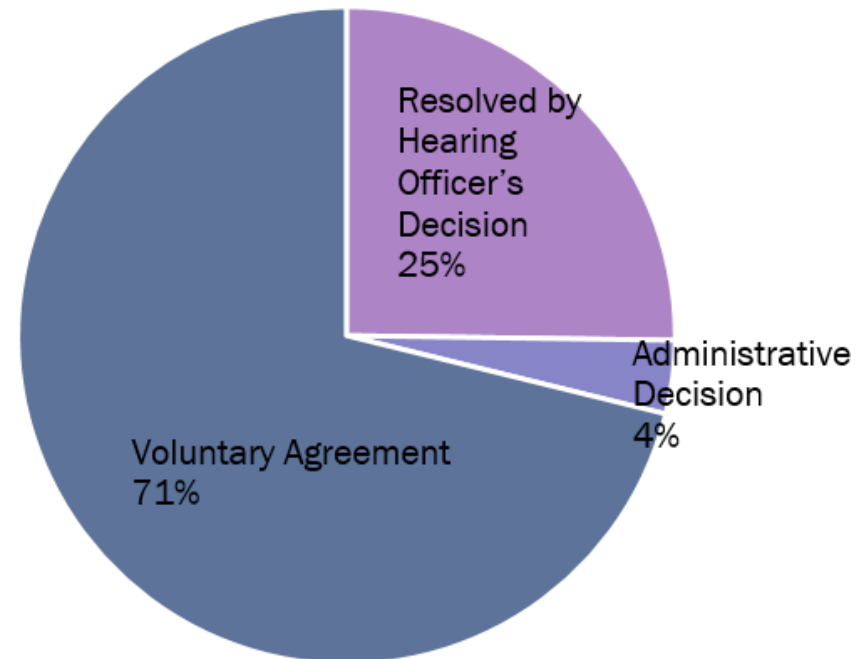


SOURCE: City of San José, Housing Department

Outcomes of Petitions – Resolved 2017-2018

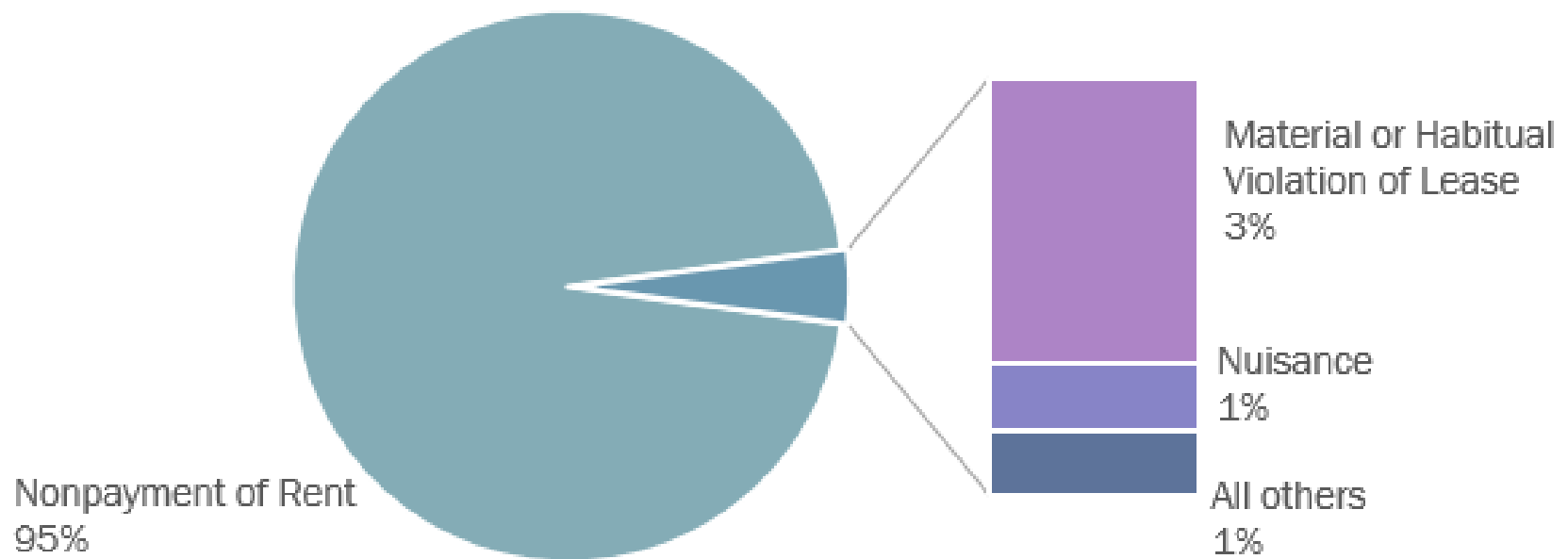
Resolved Petitions

Resolved Petitions	# of Petitions	
Resolved by Voluntary mutual agreements	79	71%
Resolved by Hearing Officer's Decision	28	25%
By Administrative Decision	4	4%
TOTAL	111	



Just Cause Notices Received – 2017-2018

Approximately **96%** of termination of tenancy notices served from 2017-2018 were for nonpayment of rent.



Just Cause Notices Received

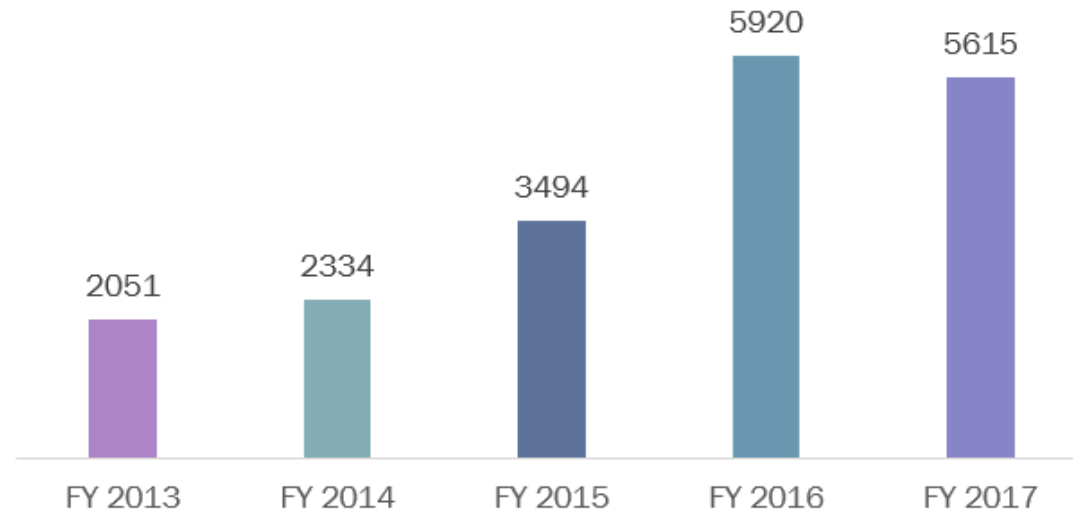
From July 1, 2017 through June 30, 2018, the City received **9,304** notices for just cause terminations.

Just Cause Submissions		Total
1	Nonpayment of rent	8,903
2	Material or habitual violation of tenancy	274
3	Substantial damage to the rent unit	5
4	Refusal to agree to a like or new rental agreement	5
5	Nuisance behavior	63
6	Refusing access to the unit	3
7	Unapproved holdover subtenant	19
8	Criminal activity	1
9	Substantial rehabilitation of the unit	5
10	Ellis Act Removal	0
11	Owner move-in	15
12	Order to vacate	8
13	Vacation of unpermitted unit	3
Total		9,304

Direct Communications with the Public

During 2017-2018,
the Rent Stabilization
Program received
5,615 inquiries.

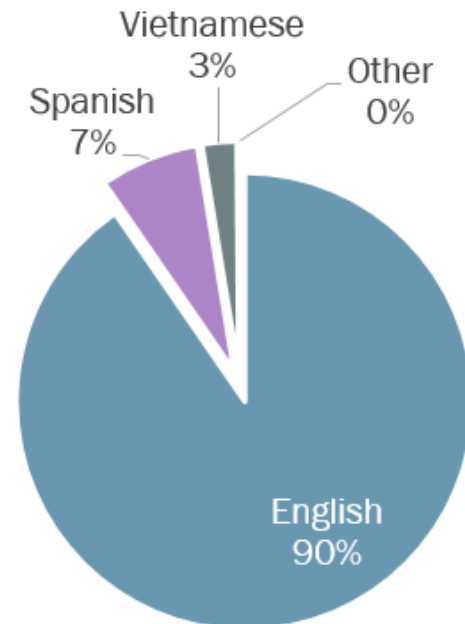
Number of Customer Contacts 2013 - 2017



Multilingual Communication with Public

During 2017-2018, multilingual staff responded to 395 inquiries in Spanish and 138 inquiries in Vietnamese.

Number of Customer Contacts by Language
2017-2018



Community meetings

- 18 community meetings
- 44 stakeholder meetings
- 22 tabling and public outreach
- 5 mobilehome outreach
- 3 winter resource fairs for emergency preparedness



Looking Ahead

Program

- Expand the use of innovative outreach tools by creating informational / info-graphic education videos, establishing social media presence, and conducting targeted outreach.
- Continue to educate tenants, landlords, and members of the public about the Rent Stabilization Program and its ordinances.
- Work collaboratively with other City departments to improve housing inspection options and strengthen housing policy.
- Improve the Rent Stabilization Program website.

Rent Registry

- Implementation of the rent registry
- Compliance monitoring
- Workshops to provide information on how to use the new online system

Looking Ahead

Policy Research

APARTMENT RENT ORDINANCE

- Collaborate with the Planning, Building and Code Enforcement Department to develop a program to retrofit existing buildings for earthquake/seismic upgrades
- Explore incentives to encourage owners to reinvest/rehabilitate rent stabilized buildings, upgrading plumbing, electrical roofing

TENANT PROTECTION ORDINANCE

- Extend Ordinance coverage to duplexes
- Determine fees for duplex owners
- Notice in public areas regarding immigration status
- Right to repossession policy research
- Rights for domestic violence

ELLIS ACT ORDINANCE

- Update the relocation fees
- Develop outreach to duplex owners
- Extend Ordinance coverage to duplexes policy research



City of San José, Housing Department